

**FACTORS AFFECTING COUNTERPRODUCTIVE WORK BEHAVIOUR
(CPWB): A CASE OF BANKING SECTOR**

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UNIVERSITI UTARA MALAYSIA

2009



**FACTORS AFFECTING COUNTERPRODUCTIVE WORK BEHAVIOUR (CPWB): A
CASE OF BANKING SECTOR**

**A project paper submitted to the College of Business in partial fulfillment of the
requirements for the degree of Master of Human Resource Management**

Universiti Utara Malaysia

BY:

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ABSTRACT

The purpose of this study is to examine and gain a better understanding of the drivers that affecting the counterproductive work behavior in banking sector. This study was done among 116 staff in Citibank, CIMB bank and Bank Islam in Penang. Data were gathered through questionnaires and was being analyzed by using Statistical Package for Social Science (SPSS) version 13. Throughout the statistical analysis – correlation analysis, it was found that there is a significant relationship between the two independent variables namely Ethical Work Climate and Moral Awareness with the dependent variables – Counterproductive Work Behavior. Among the two independent variables, Ethical Work Climate is found to be the factor that contributes most to Counterproductive Work Behavior in the sample studied in Banking Sector.

TABLES OF CONTENTS

PERMISSION TO USE	i
DISCLAIMER	ii
ABSTRACT	iii
TABLE OF CONTENTS	iv
ACKNOWLEDGMENT	x
LIST OF TABLES	xii
LIST OF APPENDICES	xiii

CHAPTER 1 INTRODUCTION

1.1	Introduction	1
1.2	Problem Statement	2
1.3	Research Question	6
1.4	Research Objectives	7
1.5	Significance of the Study	7
1.6	Organization of the chapter	8

CHAPTER 2 LITERATURE REVIEW

2.1	Introduction	9
2.2	The Literature on Banking Regulation	9
2.3	Counterproductive Work Behavior	11
2.4	A Typology of Workplace Deviance Behavior	12
2.5	Categories of CPWB	19
2.6	Moral Judgments Versus Moral Awareness	23
2.7	Concepts of Organization Climate & Ethical Climate	26
2.8	Developing & Applying The Concept of Ethical Climate	27

2.9	Organization Climate	32
2.10	The Challenge of Ethical Behavior	33
2.11	Climate Regarding Ethics	37
2.12	Ethical Work Climate & Moral Awareness	40
2.13	Ethical Work Climate & Deviance Work Behavior	41
2.14	Moral Awareness	42
2.15	Research Modal & Theoretical Framework	45
2.16	Research Hypothesis	46

CHAPTER 3 RESEARCH METHODOLOGY AND DESIGN

3.1	Introduction	47
3.2	Research Design	47
3.2.1	Type of Study	47
3.2.2	Sources of Data	48
3.2.3	Unit of Analysis	49
3.2.4	Population Frame	49
3.2.5	Sample & Sampling Technique	50
3.3	Questionnaire Design	51
3.4	Measurement	51
3.4.1	Counterproductive Work Behavior	51
3.4.2	Ethical Work Climate & Moral Awareness	54
3.5	Data Collection & Administration	59
3.6	Data Analysis Technique	59

CHAPTER 4 RESULTS AND FINDINGS

4.1	Introduction	61
4.2	Overview Data Collection	62
4.3	Respondent Profile	62
4.4	Reliability Analysis	64
4.5	Descriptive Analysis	65
4.6	Major Findings	66
4.6.1	Pearson Correlation Coefficient & Hypothesis	66
4.6.2	Liner Regression	68
4.7	Summary of Findings	69
4.8	Conclusion	70

CHAPTER 5 DISCUSSION, RECOMMENDATION AND CONCLUSION

5.1	Discussion	71
5.2	Limitation of the Study	74
5.3	Recommendations for Future Research	75
5.4	Conclusion	76
	Reference	
	Appendices	

ACKNOWLEDGEMENT

In the name of Allah the most Benevolent and most Merciful, All praises to Allah, the
Lord of the universe and peace be upon His Messenger

Firstly and foremost, I am grateful to Allah the Almighty for everything He has granted me. Beside that, this project paper would have not been carried out successfully without the cooperation from many parties who contributed in preparing and completing this project.

Second, I would like to take this opportunity to convey my gratitude and deepest appreciation to those who assisted me in completing this project paper especially my project supervisor, Dr Norsiah Binti Mat for her professional and untiring guidance from the beginning of the study until the end of this research paper. Her valuable comments, suggestions, support and her skillful guidance, supervision, time, and advice have been instrumental guidance in finalizing this research paper.

Third, special thanks to all the citizen of Citibank, CIMB Bank and Bank Islam especially for their giving information, corporation and helping while I am doing this project paper. Hence, I would like to thanks to all respondents that give good feedback when answering my questionnaires.

Fourth, thanks to all my dearest lecturers those teach me throughout my master study (Master of Human Resource Management) from years 2008-2009. Special dedicated toward Assoc. Prof Dr Husna, Dr. Yazam, PM Abdullah, Dr Subri Minai, and the rest of

them. I am proud to be your student; no word could say enough to dedicate this devotion. Besides that, I would like to express my appreciation for Perpustakaan Sultanah Bahiyah for giving information to finish this research.

Not forgetting, special thanks to my beloved family members especially my father, Shafie Bin Che Iberahim and my mother, Hasnah Binti Ramli, my sisters and brothers for their moral support and encouragement in order to finish my study.

Moreover, I gratefully take this opportunity to extend my gratitude to my entire friend at Universiti Utara Malaysia especially Zuraida, Hasniza, Choo Ling Suan, Noraini, Maizura, and all master students in UUM who are simultaneously completing their project paper in this semester. Hopefully, we will attain success one day together.

Finally and most importantly, I am very grateful to The Allah S.W.T whose guidance had helped me the whole way through. Amin...

May Allah bless all of us.

Thank you

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LIST OF TABLE & FIGURE

Figure 1.1	Typology of Deviances	13
Table 2	Behavior Categories	23
Table 2.1	Theoretical Ethical Climate Types	37
Table 3.0	Sampling Design	45
Table 3.1	Questionnaire Design	51
Table 3.2	Distribution of CPWB	52
Table 3.3	Distribution of Ethical Work Climate	57
Table 3.4	Moral Awareness	58
Table 4.1	Survey Responses	62
Table 4.2	Respondent Profile	63
Table 4.3	Reliability Test	65
Table 4.4	Descriptive Analysis	66
Table 4.5	Correlations	67
Table 4.6	Regression Analysis	68
Table 4.7	Summary of Findings	69

LIST OF APPENDICES

Appendix A Questionnaire

Appendix B SPSS Output

CHAPTER 1

INTRODUCTION

1.1 Introduction to the Study

Every day, the media reports acts of violence: a robbery at a gas station, an assault at a club, a shooting at a convenience store. These events portray a very violent workplace, one in which “going postal” has a commonly understood connotation. Unfortunately the scenario presented above is not surprising in most organizations and may even be commonplace in others. In it we see several instances of employee behaviour that harmed the functioning of the organization in one way or another. Employees can harm their organizations in a wide variety of other ways as well. For examples, employees can steal from their organizations or from other employees, sexually harass, sabotage production, gossip, behave violently, use alcohol or drugs on the job, and so on (Giacalone and Greenberg, 1997). With the advent of the desktop computer and the internet, the opportunity for employees to misbehave is now literally at their fingertips if they so choose (i.e. personal e-mail, online banking, downloading pornography) (Everton et al., 2005).

Employee misbehaviours can be quite widespread and can cost organizations significant amounts of money. One survey found that 42 per cent of surveyed working women have been sexually harassed (Webb, 1991), and some estimates have put the cost of workplace violence alone at \$4.2 billion annually (Bensimon,

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